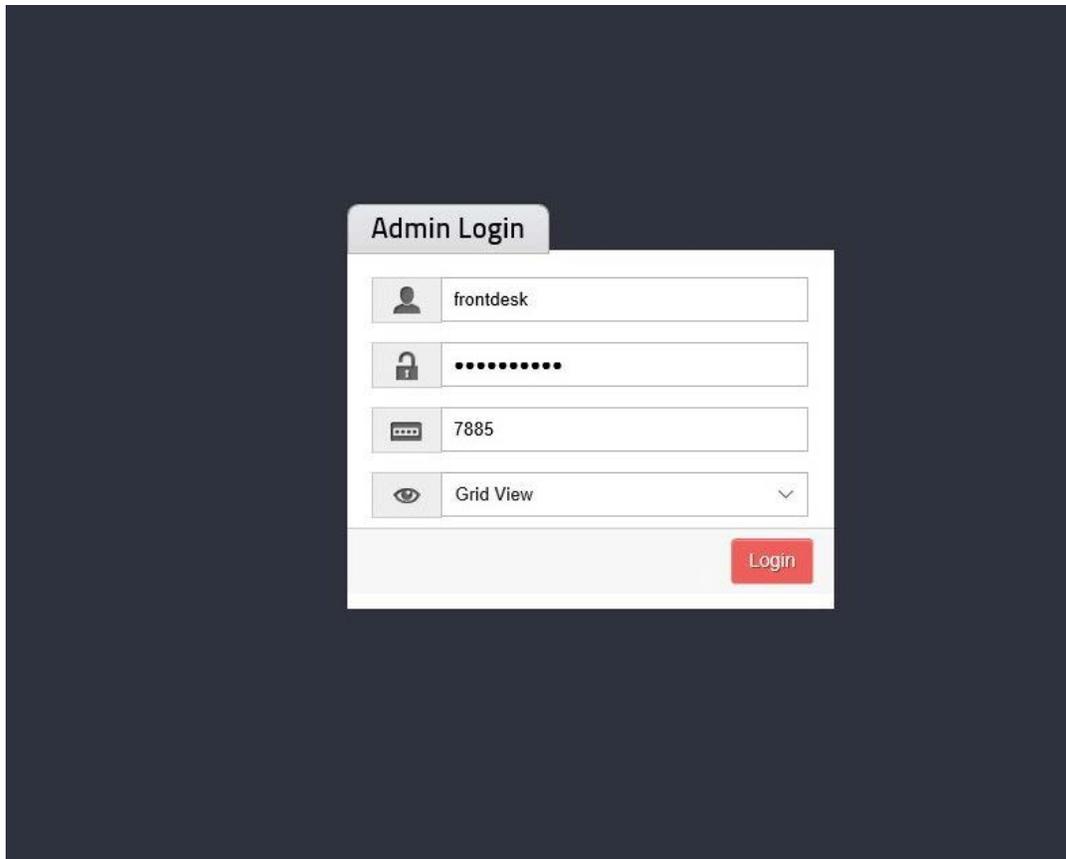


These directions will walk you through how to open/close rooms online, in the event we are in or believe we may be in an oversold situation.

Connect Inn is the channel manager we use and is owned by Inn-Soft, the same folks who built Check-Inn our PMS (property management system). If you have difficulty with any of these steps during their working hours, call the directly at: **(503) 643-8162, option 2.**

Service hours are Monday – Friday, 8:00AM – 5:00PM, our time (MST).

After hours call your manager or Lucinda directly.



1. This is the login area. You may reach it by going to:

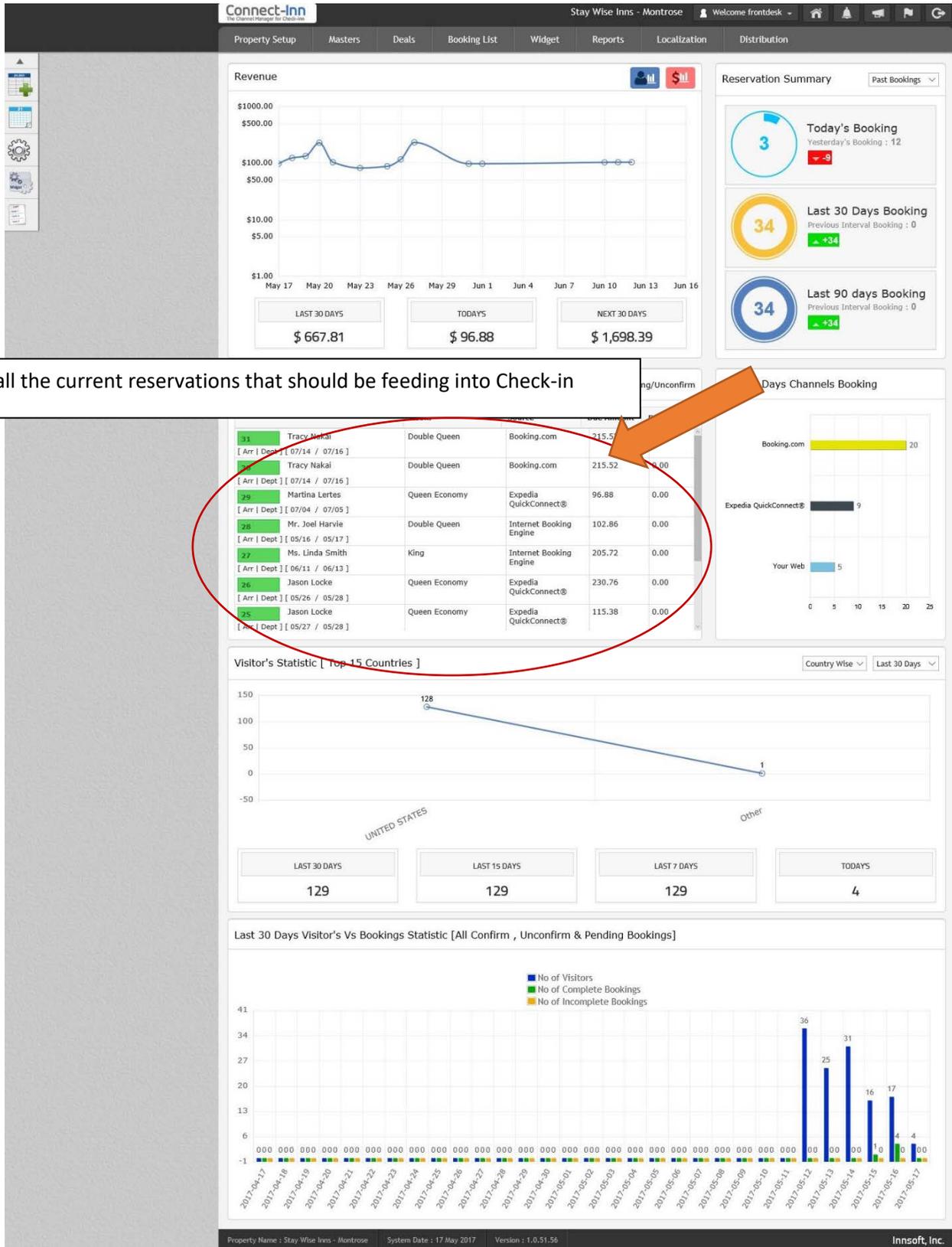
<http://live.ipms247.com/index.php/page/reservation.home>

Login: frontdesk

PW – as provided by management

Our property code is: 7885

2. This is the opening screen you will see.
 (FYI – THIS IS ALSO WHERE YOU CAN CHECK YOUR RESERVATIONS)

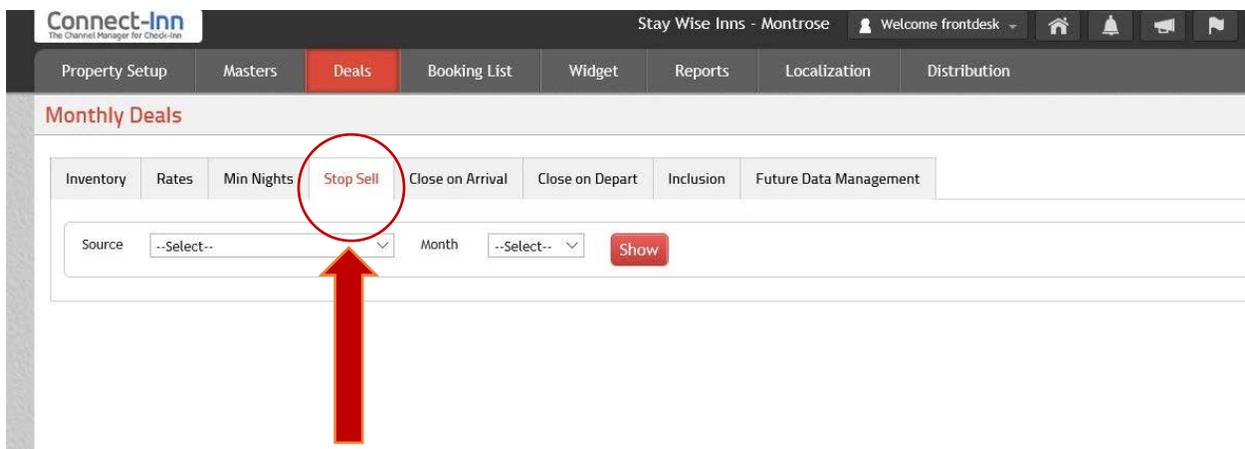


These are all the current reservations that should be feeding into Check-in

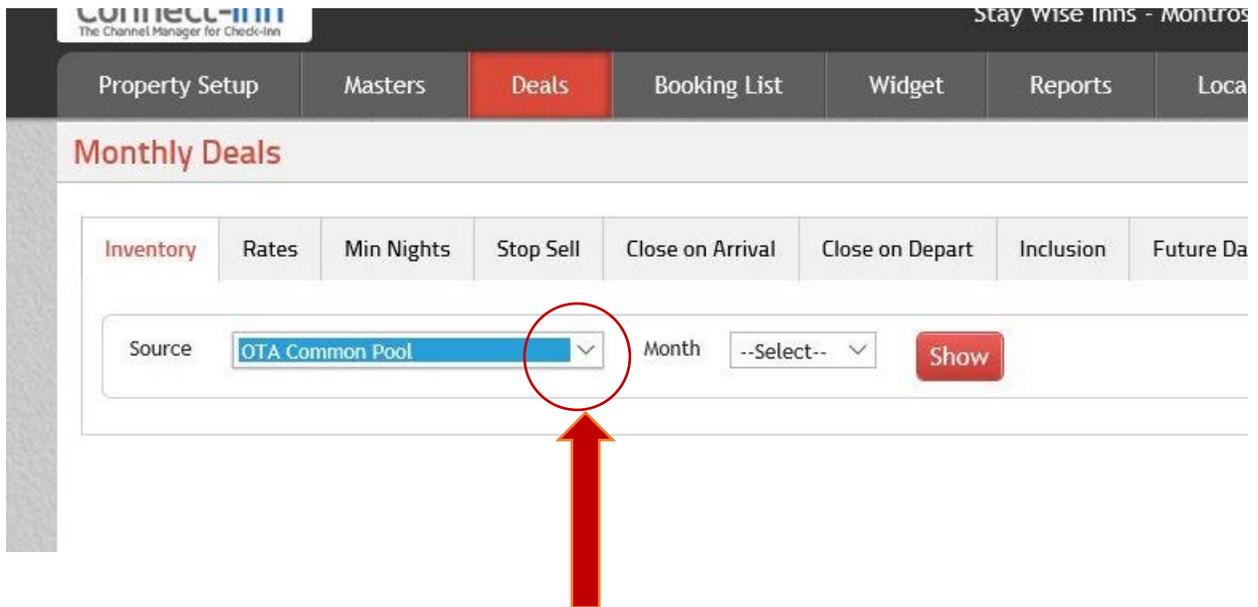
3. Click on the Deals tab. You will see a drop down Menu – select 'Monthly'.



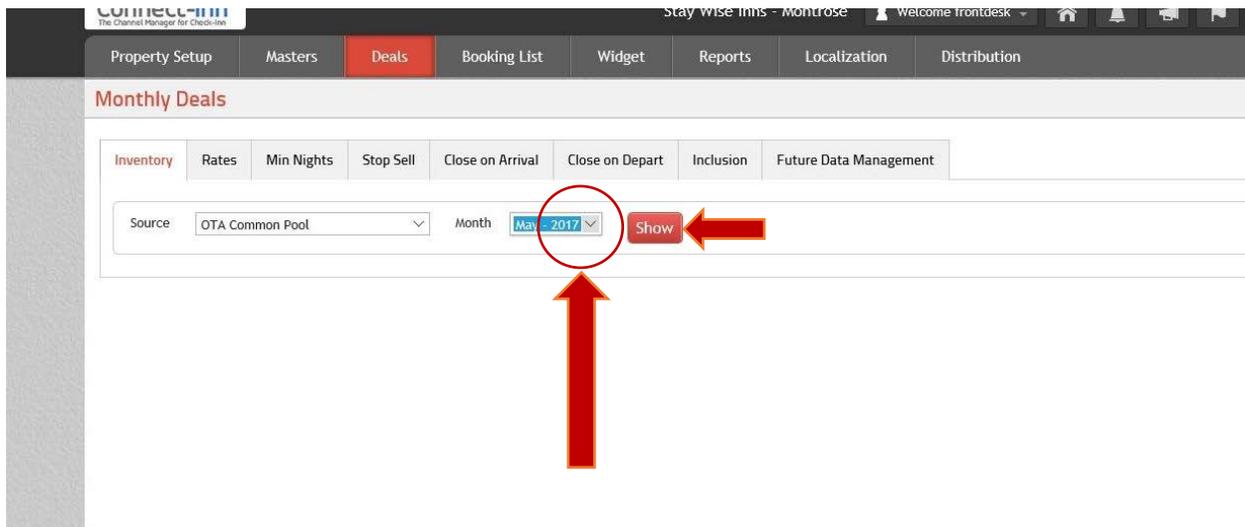
4. Click on the Stop Cell tab



5. Click on the 'Source' selection and select OTA Common Pool.



6. Click on the 'Month' selection and select the month that contains the dates you are wanting to close. Then click the red Show button.



7. You will see a grid like the one below.

The screenshot shows the 'Monthly Deals' interface in the Connect-Inn system. The top navigation bar includes 'Property Setup', 'Masters', 'Deals', 'Booking List', 'Widget', 'Reports', 'Localization', and 'Distribution'. The 'Deals' tab is active. Below the navigation, there are tabs for 'Inventory', 'Rates', 'Min Nights', 'Stop Sell', 'Close on Arrival', 'Close on Depart', 'Inclusion', and 'Future Data Management'. The 'Stop Sell' tab is selected. The interface includes a 'Source' dropdown set to 'OTA Common Pool' and a 'Month' dropdown set to 'Jun - 2017'. Below these are 'Select Days' checkboxes for Mon, Tue, Wed, Thu, Fri, Sat, and Sun. A 'Clear Date Selection' button and a 'Change to' section with radio buttons for 'Stop Sell' and 'Start Sell' are also present. The main area is a calendar grid for June 2017 with columns for each day of the month and rows for different rate plans: King, King Economy, Handicap, Suite, Double Queen, and Queen Economy. The grid is currently empty.

8. Click on the top column of the days you want to close out.

For example, below we have clicked on the tabs for 3 Jun and 4 June – the entire column will be highlighted in red to show which days you are closing. Confirm these dates prior to going to the next step.

This screenshot is similar to the previous one, but with a red circle around the top of the columns for June 3rd and 4th. A large red arrow points down from the 'Deals' tab to the circled area. The calendar grid shows that the columns for June 3rd and 4th are highlighted in red, indicating that these dates have been selected for closing out.

9. In the Change to area, select the round Stop Sell button, then click SAVE.

The screenshot shows the 'Monthly Deals' interface in the Connect-Inn system. The 'Deals' tab is selected. The 'Stop Sell' button in the 'Change to' area is circled in red, with a red arrow pointing to it. The 'Save' button is also visible. The interface includes a navigation bar with tabs like Property Setup, Masters, Deals, Booking List, Widget, Reports, Localization, and Distribution. Below the navigation bar, there are sections for 'Inventory', 'Rates', 'Min Nights', 'Stop Sell', 'Close on Arrival', 'Close on Depart', 'Inclusion', and 'Future Data Management'. The 'Stop Sell' section has a 'Source' dropdown set to 'OTA Common Pool' and a 'Month' dropdown set to 'Jun - 2017'. Below this, there are 'Select Days' checkboxes for Mon, Tue, Wed, Thu, Fri, Sat, and Sun. A 'Clear Date Selection' button and a 'Change to' dropdown are also present. The 'Change to' dropdown is set to 'Stop Sell'. A 'Save' button is located to the right of the 'Change to' dropdown. Below the 'Change to' dropdown, there is a calendar grid showing dates from 1 Jun Thu to 30 Jun Fri. The 'Stop Sell' status is applied to the dates 3 Jun Sat, 4 Jun Sun, and 5 Jun Mon. The 'Save' button is highlighted in red.

10. You will receive a pop-up that will ask you to confirm that you are updating your stop sell status, click Yes.

The screenshot shows a confirmation pop-up dialog box. The text inside the dialog box reads "You are updating stop sell status." Below the text are two buttons: "Yes" and "No". The "Yes" button is circled in red, with a red arrow pointing to it.

11. The screen will refresh and you will be able to see the days that have been stopped. These dates will have the red x through them.

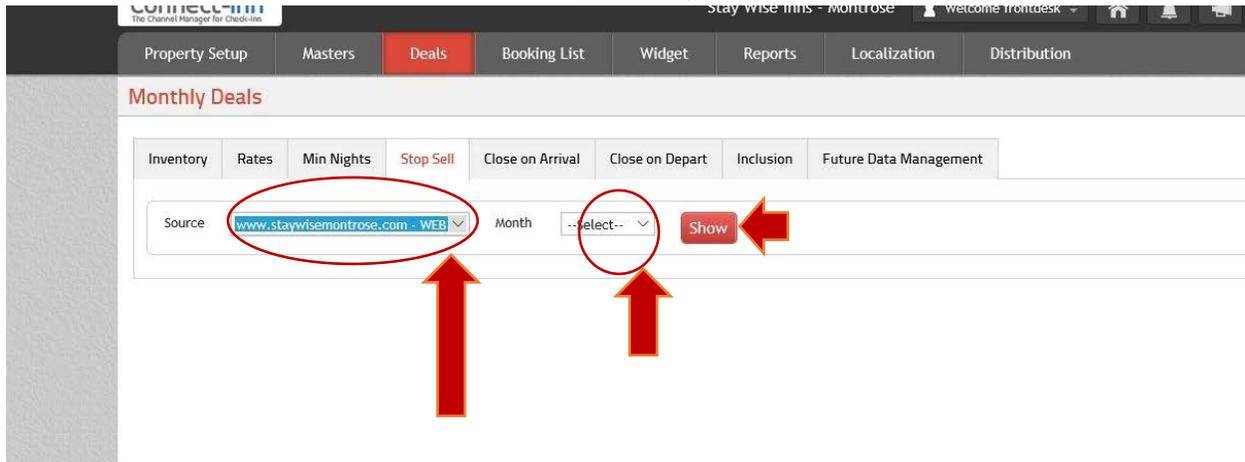
The screenshot shows the 'Monthly Deals' interface for June 2017. The 'Stop Sell' tab is active. The calendar grid shows red 'x' marks on the 3rd and 4th of each day from June 3rd to June 30th. A red circle highlights the 'x' marks on the 3rd and 4th, and a red arrow points to them from below.

12. To RE-OPEN, follow all the above steps. Highlight the closed days that you are wanting to reopen.

In the Change to area, select the round Start Sell button and then Save.

The screenshot shows the 'Monthly Deals' interface for June 2017. The 'Start Sell' button in the 'Change to' area is highlighted with a red circle. A red arrow points to it from below.

15. At this point you **MUST ALSO close out our online booking engine**. Follow number's 3&4 as noted above, then click the Source area and select the www.staywisemontrose.com – WEB button.



The rest of the steps are the same as you followed when you did the Stop/Start Sell for the OTA.

This should take care of the OTA's.